

QUALITY – HEALTH & SAFETY POLICY

The basic principle and commitment of «LITO» Private Hospital and the philosophy of its people is to provide patients and interested parties' quality services that fulfil their needs and expectations, to comply with relevant legal and other requirements, and to achieve the set targets for Quality and Health & Safety.

To achieve the above, the Management has established an Integrated Management System (IMS) according to the requirements of the International Standards for Quality Management (**ISO 9001:2015**) and Occupational Health and Safety (**ISO 45001:2018**), which applies throughout the Organization and in all its activities regarding the provision of **Medical and Nursing Services**.

The Organization is committed to continually improving the IMS by satisfying the following:

- Review and continuous improvement of its services, the effectiveness of its processes and ultimately, the Integrated Management System.
- Setting measurable objective targets for Quality and H&S, at corporate and operational level, in all departments and processes of the Center. The evaluation of these objectives in terms of their degree of achievement in the context of the Management System Review by the Senior Management of the Organization.
- Identification of external and internal factors that determine the context of the Organization, which is updated and revised to address operational risks and seize opportunities, taking appropriate measures where necessary.
- The provision and allocation of resources to ensure the appropriate infrastructure and the smooth, efficient, and effective operation of each department of the Hospital.
- Reduction, and if possible, elimination of quality complaints from patients / visitors.
- Ensuring the Safety and Health of employees, patients / visitors, and other affected parties by implementing proven risk prevention measures based on risk assessment and conducting regular safety inspections.
- Providing safe and healthy working conditions to eliminate risks and prevent accidents at work and ill health.
- Encourage regular consultation and participation of employees and their representatives.
- Training and informing the staff to achieve Quality and Safety awareness on all activities of the Hospital.
- Establish, implement, and maintain the required procedures for internal and external communication related to the Management System of the Organization.
- Establish, implement, and maintain all procedures required to prepare for and respond to potential health and safety emergencies.
- Comprehensive legislative review and compliance check to ensure that Organization complies with all applicable regulations and other requirements.
- The Policy is available to staff, and all affected and interested parties. It is regularly audited to ensure that it remains relevant and appropriate to the purpose, size, and context of the Organization, and to the specific nature of its risks and opportunities, and that its stated objectives are achieved.

From the Management,

Date,

'LITO Private Hospital